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Date of Deposit: 01/09/2002

Ref: Case Docket No.: P3253C1

First Named Inventor: Yuri Shtivelman

Serial Number: 09/903,022

Filing Date: 07/10/2001

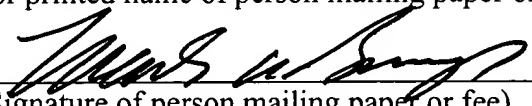
Title of Case: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Certificate of express mailing.
4. Postcard listing contents.

Mark A. Boys

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(Signature of person mailing paper or fee)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2663

Examiner Unknown

Alec Miloslavsky  
Case: P3253C1  
Serial No.: 09/903,022  
Filed: 07/10/2001  
Subject: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

To: The Commissioner of Patents and Trademarks  
Washington, D.C. 20231

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Dear Sir,

**Information Disclosure Statement Under § 37 C.F.R. 1.97**

Enclosed herewith is an Information Disclosure Statement by Applicant listing one Patent reference. Applicant desires that the reference be entered in the above referenced case as relevance dictates. As the first office action has not been received in this case, no fee is enclosed.

Respectfully submitted,  
Yuri Shtivelman

by

  
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